




## Web MOHSIS Warnings and Tips

### Warnings:

1. Selecting a screen in the TreeView without saving the information in the Right Frame will lose any new information entered.
2. Using Back, Forward, or Reload buttons on the Internet Explorer Task Bar may cause errors and data to not be saved.
3. Using the scroll button on the mouse when focus is on a field with a dropdown will move through the dropdown list and may change the selection.
4. The application will time out after 20 minutes of inactivity. You will need to log back in to the application. Data not saved before the timeout will be lost.

### General Use Tips:

1. Click on a column name to sort by that column in ascending or descending order. An arrow next to the column name will indicate the sort.
2. Click on hyperlink (shown as [blue underlined text](#)) to:
  - a. Complete Task (Add to List, Clear, Hide Instructions, etc.)
  - b. Return appropriate screen (Addresses, Organization Search, etc.)
3. Click on calendar icon  to return pop up calendar.
4. Click  to expand the Tree
5. Click  to close the Tree Item
6. Use the space key to toggle a check box.

### Internet Explorer Tips:

1. Do not use the Back, Forward, or Reload buttons on the Internet Explorer Task Bar.
2. Do not bookmark pages within the application.
3. Turn Off Pop Up Blocker which interferes with the application or allow pop ups from dhss.mo.gov.
4. Remove any Add On Internet Explorer tool bars such as Google or Yahoo that could interfere with the application.
5. Delete cookies and temporary files through IE Options if you experience problems.

### Password Rules

1. Passwords expire every thirty days.
2. Initial Password is your first initial, your last initial, and the last four digits of your social security number. If you request your password be reset, your password will be reset to the initial password.
3. The first time you log in, you will be required to change your password.
4. Password cannot be used within 32 sequences. The system will remember the last 32 passwords.
5. Do not use names or programs, such as MOHSIS01.
6. User must log in at least once every 30 days or account will be locked. Contact the OIS Help Desk if you cannot log in.
7. Password Format
  - a. Password must contain six characters
  - b. Password must contain one number
  - c. Password cannot start with a number

## **Web MOHSIS Warnings and Tips**

### **Computer Settings:**

1. Recommended Screen Resolution – 1024 x 768 using normal size DPI setting.
2. Recommended Browser – Internet Explorer (Version 7 or greater)

### **Reporting problems/errors**

1. Use Ctrl, Alt, Print Screen buttons on the keyboard to take a copy of the screen.
2. Open Microsoft Word and paste (Ctrl V or Edit-Paste) the screen print into the document.
3. Add additional narrative to explain the issue/error. Be as specific as possible.
4. Save the document.
5. Email the document to [MOHSISSystemAdministrator@dhss.mo.gov](mailto:MOHSISSystemAdministrator@dhss.mo.gov).

### **Contact Information**

1. Email: [MOHSISSystemAdministrator@dhss.mo.gov](mailto:MOHSISSystemAdministrator@dhss.mo.gov)
2. Telephone: (573) 751-6113
3. ITSD Help Desk (800) 347-0887, (573) 751-6388 or email: [support@dhss.mo.gov](mailto:support@dhss.mo.gov)